ANNUAL REPORT

OKLAHOMA DEPARTMENT OF HUMAN SERVICES

FISCAL YEAR 1986 – JULY 1, 1985 THROUGH JUNE 30, 1986

COMMISSION
FOR HUMAN SERVICES

Robert Fulton
Director of Human Services

State of Oklahoma
Department of Human Services
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50 YEARS
DEPARTMENT OF HUMAN SERVICES
OKLAHOMA

Help for Today
Hope for Tomorrow

The Annual Report of the Department of Human Services for fiscal 1986 is being forwarded in compliance with Section 2 of the Oklahoma Social Security Act of 1936, and Section 1403.1 of the Oklahoma Children's Code (10 O.S. 1981). A statistical supplement with additional details on the Department's work will follow.

Despite continuing economic hardships, heavy caseloads, and a hiring freeze, the Department of Human Services was able to make substantial improvements in services to the people of Oklahoma.

The budget was stretched to implement new community-based initiatives for mentally retarded and developmentally disabled Oklahomans. Legislative support for a budget increase enabled the agency to meet federal mandates. In fiscal 1986, for the first time in history, more mentally retarded persons received services in their own homes or communities than in the three state schools for the retarded.

The first AFDC grant increase in six years and the first pay raise for DHS employees in three years, both averaging about 7 percent, were implemented.

Oklahoma became the first state in the nation to have all of its state-operated children and youth services programs fully accredited by nationally recognized bodies. The process was completed with the January 1986 accreditation of the DHS Child Welfare Services program, the first such certification for any state-administered child welfare program.

The Disability Determination Unit won the highest honor awarded by the U.S. Social Security Administration. Oklahoma was the only state to be ranked among the nation's top five for both accuracy and productivity in determining eligibility for federal disability benefits.

With stringent new child support laws and a computerized system for locating absent parents, the Child Support Enforcement Unit collected $12 million for Oklahoma children whose parents had previously failed to pay. This was a 33.3 percent increase over fiscal 1985 collections.

Oklahoma continued to be a frontrunner among states in helping clients find jobs. Cases were closed because of gainful employment for more than 4,500 clients who were helped by Rehabilitative and Visual Services programs. Nearly 4,600 placements in full-time jobs were made for food stamp recipients through the Food Stamp Job Search project, a 10-county pilot demonstration.

Oklahoma remained the only state in the nation with a statewide federal waiver allowing a work registration requirement for AFDC mothers with children regardless of age. The AFDC Employment and Training program made nearly 7,000 placements in unsubsidized, full-time employment lasting at least 30 days. Clients' earnings added an estimated $17 million in annual taxable earnings to the Oklahoma economy.

Job training was provided for more than 1,500 public assistance clients through the Community Work Experience and Job Training Partnership Act programs.

As the year ended, construction was being completed at the Oklahoma Teaching Hospitals to house equipment for a revolutionary technological advance known as Magnetic Resonance Imaging. Construction began at Okmulgee on a new facility to replace the old Okmulgee Rehabilitation Center.

Nearly 8,000 elderly and handicapped Oklahomans with serious health problems were helped to remain in their own homes by the Non-Technical Medical Care program. The program absorbed a 5 percent reduction in expenditures without denying services to eligible clients who otherwise would have required care in a long-term facility.

Efforts continued to streamline service delivery to children and families in a three-year, federally funded Integrated Services project which is being tested in five counties—one in each of the five DHS regions.

In a year of economic hardship, there was one resource to be had for the asking: Volunteers in every major program gave freely of their time and talent to help their fellow Oklahomans. This year's fourth annual Volunteer Awards ceremony at the Capitol honored seven service organizations and 37 individuals. Eleven of the honorees were present and former DHS employees.

V. Burns Hargis

V. Burns Hargis, Chairman
Commission for Human Services

Robert Fulton

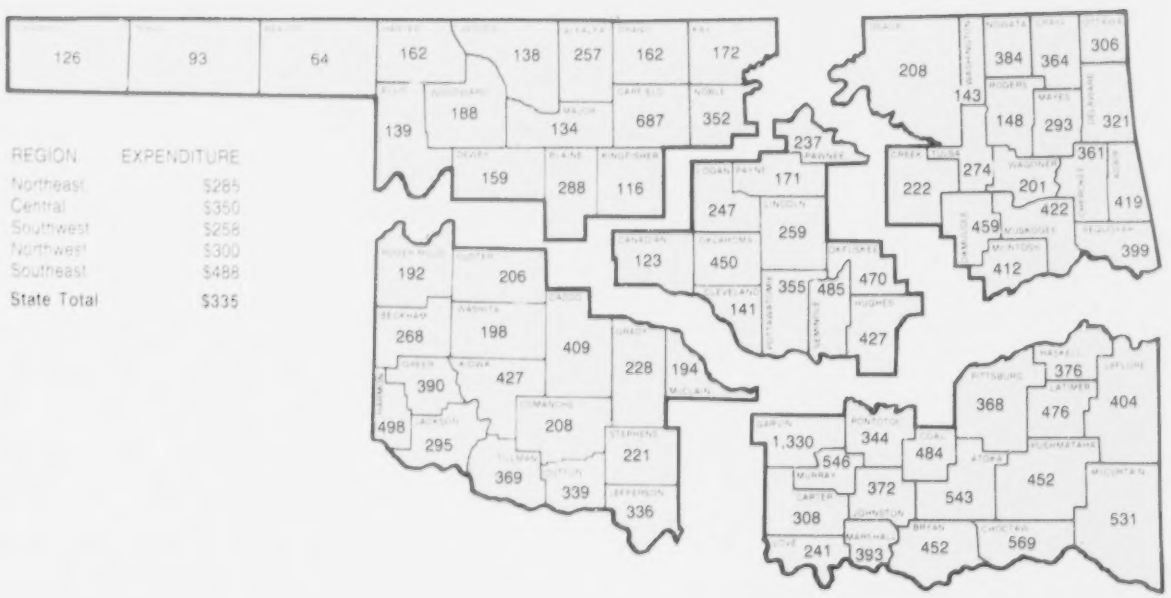
Robert Fulton
Director of Human Services

Percent of population receiving AFDC

During June 1986

DHS per capita expenditures

FY 1986, by region and county



REGION	EXPENDITURE
Northeast	$285
Central	$350
Southwest	$256
Northwest	$300
Southeast	$488
State Total	$335

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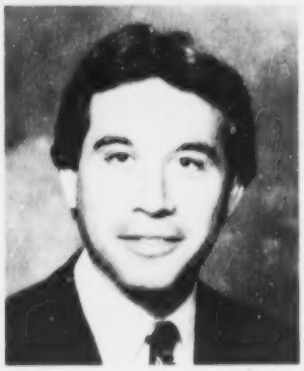
Oklahoma Commission for Human Services



Chairman
DAVID WALTERS
Okla. City
(5-83 to 5-86)
(Chairman 8-85 to 5-86)

Vice Chairman
W E FARHA
Bristow
(12-53 to 1-63 and 11-72 to present)

REGINALD D. BARNES
Tulsa
(2-62 to present)
(Chairman 12-69 to 8-85 and 5-86 to 7-86)

WAYNE CHANDLER
Okla. City
(8-85 to present)

Established by a 1916 amendment to the state constitution, the Oklahoma Commission for Human Services is the nine-member governing board for the Department of Human Services. Members are appointed by the governor to staggered nine-year terms, with one term expiring each August. Commission Chairman David Walters resigned in April 1986 to become a candidate for governor.

Department of Human Services

ROBERT FULTON
Director of Human Services

SHARON SHARP
Secretary to the Commission and the Director

CHASE GORDON
Advocate General

DEBORAH ROTHE
Ombudsman

SAM ARMSTRONG
Public Information Officer

PAM WILLIAMS
Assistant Public Information Officer

DAVID SHAFER
Special Assistant

Program Components Administration of DHS programs

HANNAH ATKINS
Assistant Director for Services for the Aging

JEAN COOPER
Assistant Director for Developmental Disabilities Services

MICHAEL FOGARTY
Assistant Director for Medical Services

Support Components Policy and administrative functions for programs

WINSTON BARTON
Assistant Director for Finance and Administration

CHARLES GARRETT
Assistant Director for Audit and Review

STACY HALL
Assistant Director for Personnel Resources

ALBERT FURR
Atoka
(7-83 to 3-87)

R.M. GREER
Enid
(8-53 to present)

TRAVIS HARRIS
Okla. City
(9-85 to present)

JANE HARTLEY
Vinita
(3-70 to present)

JOHN E. ORR
Okla. City
(3-85 to present)
(Chairman 8-86 to 3-87)

V. BURNS HARGIS
Okla. City
(3-87 to present)
(Chairman 3-87 to present)

PATTY EATON
Tulsa
(5-86 to present)

CHARLES McDERMOTT
Special Assistant Resource Mobilization

MARGARET JANOWSKI
Administrative Secretary

WOODROW HOGUE
Assistant Director for Payments and Services

ANTONIO PADILLA
Chief Executive Officer for Oklahoma Teaching Hospitals

CONLEY TUNNELL
Assistant Director for Children and Youth Services

A.C. ADAMS
Acting Assistant Director for Rehabilitation Services

JERRY DUNLAP
Acting Assistant Director for Rehabilitation Services

DAN FITZGERALD
Assistant Director for Field Operations

VIANN HARDY
Assistant Director for Management Information

GEORGE MILLER
Assistant Director for External Relations

THOMAS SELF
Assistant Director for Policy Analysis

CHARLES WATERS
General Counsel

Help for today...

Caseloads in major human services programs continued to edge upward in fiscal 1986, as problems persisted in Oklahoma's stagnant oil- and agriculture-based economy.

Prospering from an oil and gas boom, Oklahoma was among the last states to experience the nationwide recession of the early 1980s. Unemployed workers and their families from other states swelled the ranks of Oklahoma's jobless as sales tax revenue, a basic indicator of the state's economic health, began to decline in late 1982.

While much of the nation experienced economic recovery in 1984 and 1985, Oklahoma's problems worsened. Unemployment was 9 percent as the fiscal year ended in June 1986, while prices for energy and agriculture products continued to slip.

Participation in the federally funded food stamp program, which has a close relationship to unemployment, continued to set record highs for the fourth consecutive year. More than 265,000 Oklahomans in 100,400 households received food stamps valued at $11.7 million during June 1986. This was an 11 percent increase over June 1983 and 39 percent higher than June 1982, the last year of the state's oil and gas boom.

An increasing number of the food stamp applicants were farm families, many of them seeking help for the first time as land values decreased and prices declined for most farm commodities.

Applications for Aid to Families with Dependent Children were 46 percent higher in fiscal 1986 than in fiscal 1982. As the 1986 fiscal year ended, 31,100 families and 89,800 persons—of whom 62,500 were children—were receiving AFDC, an increase of 25 percent since fiscal 1983.

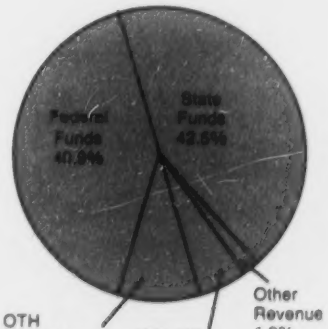
The records set for fiscal 1983 might have been considerably higher, had it not been for stringent federal eligibility requirements resulting from the President's Omnibus Budget Reconciliation Act of 1981. The OBRA cost-cutting measures trimmed the AFDC caseload by 26 percent during fiscal 1982, but Oklahoma's economic problems caused the caseload to return by fiscal 1986 to near the pre-boom levels.

There were serious human costs associated with the economic recession: Confirmed incidents of child abuse and neglect, up by 27 percent over last year, were 86 percent greater than in fiscal 1982. In fiscal 1986, 24 children died as a result of abuse or neglect by a parent or caretaker. This was a 50 percent increase over the previous year.

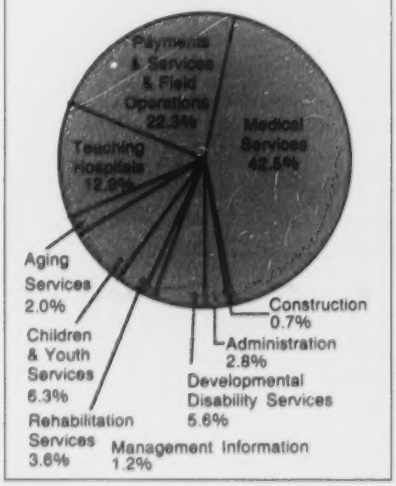
DHS receipts from the 2 percent sales tax, dedicated by legislation to fund human services programs, were $387 million, down 4 percent from fiscal 1985. From fiscal 1982 to fiscal 1986 DHS receipts of sales tax revenues declined by 12.6 percent. The Legislature supplemented sales tax revenues with $49.2 million in General Revenue funds and authorized DHS to utilize $37.6 million in carryover funds for fiscal year 1986 expenditures.

During fiscal 1986 the federal matching rates for Medicaid and AFDC were revised downward. Federal participation in these two programs was reduced by nearly $50 million, or about 11 percent compared to fiscal 1985. Federal matching rates for fiscal 1986 were based on Oklahoma's per capita income during the peak years of oil and gas boom prosperity. Despite this loss in the percentage rate of federal match-

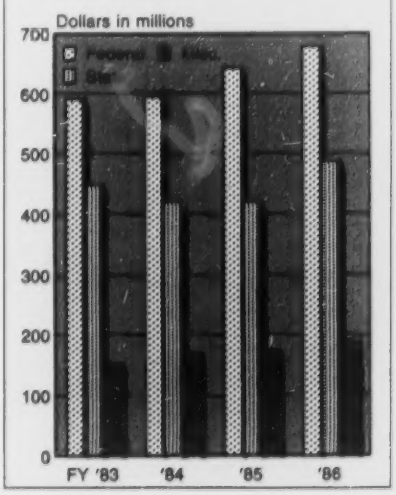
DHS expenditures
FY 1986 total: $1,151.9 million



DHS receipts
FY 1986 total: $1,170.0 million



Sources of DHS funding
FY 1983—1986



...Hope for tomorrow

ing of state funds, gross federal funding increased by $25.6 million—about 5.5 percent—because of increases increases in DHS caseloads.

Other revenue sources included OTH patient and other collections ($109.7 million—up $5.1 million from fiscal 1985), Medicaid payments to the three schools for the mentally retarded ($59.7 million—up $15.1 million from the previous year) and other revenues totaling $23.3 million. Total revenues during fiscal 1986 were $1.17 billion.

Total DHS expenditures for fiscal 1986 were $1.15 billion, a net increase of $92.5 million or 8.7 percent over fiscal 1985. On the positive side, DHS granted the first AFDC benefit increase in six years during the first half of fiscal 1986. State employees also received pay raises averaging 7 percent, their first increase in more than three years. The provision of medical services to a monthly average of 70,000 Oklahomans resulted in pay-out of $481.7 million—41.8 percent of all expenditures. Long-term care accounted for $213.3 million or 44.3 percent of medical services costs.

The maximum monthly AFDC benefit for a typical AFDC case (a mother and two children) with no other income was raised to $310, up from $282. Inflation had eroded AFDC clients' effective buying power, in terms of 1979 dollars, by nearly 30 percent since the last increase in payment levels was made in 1979.

The year ended with prospects of massive revenue shortfalls projected for fiscal 1987. The Commission for Human Services authorized employee furloughs—involuntary leave without pay—for April and May. Some 9,000 employees earning less than $30,000 yearly began being furloughed for one day per month; about 900 employees earning more than $30,000 were furloughed for a day and a half each month. Just prior to the end of fiscal 1986, the Legislature saved the Medically Needy program from total elimination and averted drastic cuts in the prescription drug coverage for nursing home patients.

Sources of DHS revenue	**FY 1985**	**FY 1986**	**%Change**
Federal funds	$463.13 mil.	$488.72 mil.	5.5
Two percent sales tax	404.86 mil.	396.87 mil.	- 2.0
Transfers, advances and special appropriations	40.85 mil.	91.59 mil.	124.2
OTH collections and other hospital revenue	104.58 mil.	109.77 mil.	5.0
ICF – MR collections[1]	44.55 mil.	59.71 mil.	34.0
Other	26.64 mil.	23.27 mil.	- 12.7
Total Income	**$1.085 bil.**	**$1.170 bil.**	**7.8**

How the money was spent	**FY 1985**	**FY 1986**	**%Change**
Field Operations	$66,426,812	$72,742,023	9.5
Payments and Services	169,717,131	184,366,125	8.6
Children and Youth Services	64,379,224	72,237,043	12.2
Developmental Disability Services	51,805,190	64,348,418	24.2
Medical Services Administration	456,738,263	490,051,567	7.3
Rehabilitation Services	35,501,879	41,919,212	18.1
Aging Services	20,074,503	23,169,432	15.4
Teaching Hospitals	147,701,006	148,885,795	0.8
Administration	28,259,395	32,327,097	14.4
Management Information	11,840,875	14,122,294	19.3
Construction	6,963,748	7,753,165	11.3
Total Expenditures	**$1,059,408,026**	**$1,151,922,171**	**8.7**

Monthly average of services to clients[2]	**1985**	**1986**	**%Change**
Program Activities			
Field Operations			
Assistance Payments	137,000	156,000	13.87
Food Stamps	262,000	258,000	- 1.53
Social Services	43,000	67,000	55.81
Medical Services	67,000	70,000	4.48
Children and Youth Services	12,000	16,000	33.33
Developmental Disability Services	3,000	4,000	33.33
Rehabilitation Services	24,000	25,000	4.17
Services for the Aging	13,000	107,000	5.50
Teaching Hospitals	25,000	26,000	4.00

Employees providing services	**1985**	**1986**	**%Change**
Number of full-time equivalents on June 30, 1986			
Field Operations	2,556.0	2,461.2	- 3.7
Payments and Services	196.0	226.1	15.4
Children and Youth Services	1,791.5	1,648.1	- 8.0
Developmental Disabilities Services	2,295.5	2,273.0	- 1.0
Medical Services Administration	277.2	206.8	-25.4
Rehabilitative Services	878.6	864.5	- 1.6
Aging Services	130.0	129.0	- 0.8
Administration and Management Information	1,026.6	980.4	- 4.5
Sub-total	**9,151.4**	**8,789.1**	**- 4.0**
Oklahoma Teaching Hospitals			
Regular Employees	3,413.4	2,971.8	-12.9
Residents	475.9	482.2	1.3
Total	3,889.3	3,454.0	-11.2
Total FTEs, excluding residents	**12,564.8**	**11,760.9**	**- 6.4**

[1] Intermediate Care Facilities for the Mentally Retarded (state schools for the mentally retarded).
[2] A person may receive two or more services in different programs during the month; therefore, service totals do not provide an unduplicated count of clients.

Support services

Audit & Review

The Division of Audit and Review conducts audits and investigations of possible fraud, abuse or mismanagement in all DHS programs. The division also conducts quality control reviews of AFDC, food stamp and Medicaid eligibility determinations. Approximately 4,600 referrals were received by the division in fiscal 1986. Of these, nearly 2,900 allegations were investigated. Recoveries, reimbursements and assessments this year total nearly $1.6 million.

The Medical Compliance Unit completed 237 vendor drug reviews and 350 nursing home compliance reviews. Four pharmacies were suspended from the vendor drug program; three pharmacists were referred to district attorneys' offices for fraud; two cases were resolved out of court; and more than $140,000 in overpayments was received from seven pharmacies. Sixty investigations and reviews of physicians, hospitals and other providers netted a return of nearly $40,000. Medical Assistance third-party casualty recoveries totaled more than $750,000 and nearly $200,000 was recovered from other medical vendors during the past year.

In the public assistance program, 237 food stamp Administrative Disqualification Hearing Waivers were signed by recipients acknowledging that they had been guilty of fraud or abuse; approximately $130,000 was ordered repaid by courts; and 120 fraud prosecution cases were filed by the district attorneys throughout the state, resulting in 51 convictions of welfare fraud. Restitution agreements for more than $300,000 were signed by recipients this year.

State quality control reviews for the year showed that erroneous payments averaged only $2.72 in overpayments and payments to ineligible persons per $100 issued in the AFDC program. In the Medicaid program a small increase in the error rate was reflected, indicating $3.74 misspent for every $100 issued. Food stamps reflected $9.24 in error per $100 issued. Oklahoma's quality control results continued to compare very favorably with national averages.

Four direct audits of programs operated and funded by DHS were completed; the Audit and Review staff reviewed audit reports prepared pursuant to contracts and grants, and made numerous recommendations for improving DHS management effectiveness.

Advocate Defender

The Office of Advocate Defender supervises the operation of the grievance system established by the Commission for Human Services for all children and youth in the department's custody. It monitors facilities and programs within the juvenile system, identifying possible policy violations, unauthorized practices and program deficiencies and recommends corrective action to the director and the commission.

The office also coordinates the investigations of allegations of mistreatment, abuse and neglect of children and youth who are in DHS custody and have been placed in public or private residential or institutional settings.

The office processed 1,767 grievances and 508 alleged cases of mistreatment on behalf of clients in DHS juvenile and mental retardation programs. Of the grievances filed, more than 97 percent were considered by the grievants to have been resolved satisfactorily. Unresolved cases were forwarded to the Oklahoma Commission on Children and Youth for review. Of the 508 alleged mistreatment cases, 108 cases were confirmed and appropriate corrective action taken.

As a result of the grievance procedure and monitoring efforts of the Advocate's office, numerous issues were raised concerning children's rights, living conditions, services, treatment programs and proper placements of children and youth. In response to these issues, new policies were developed, existing policies were clarified and questionable practices curtailed or corrected.

External Relations

The External Relations Division coordinates the department's legislative programs, tracks pending human services-related legislation, monitors implementation of new state statutes and screens requests for legislation. It also handles information and referrals and oversees production of all DHS publications.

Seventy-four percent of DHS' requests for legislative action were adopted during the year. An automated assignment and tracking system was placed on the department's main computer, making the information available on terminals to leadership team and other staff members.

The staff responded to more than 90,000 inquiries through the switchboard and reception room and directly researched and drafted 900 written responses during the year. The executive switchboard and reception rooms were moved and their operations combined to reduce staff and increase efficiency.

New automated typesetting and layout equipment was installed and made operational, increasing efficiency and flexibility in producing department publications and graphics.

Finance & Administration

This division is responsible for the coordination and development of the agency-wide budget. It establishes and maintains all records of control over receipts and expenditures and prepares all financial statements and reports of the department to meet federal and state requirements. Assistance grants and administrative claims paid from assistance funds are monitored by the division.

In fiscal 1986, all finance data files were transferred to a new computer system: systems for purchasing, accounts payable and claims processing were integrated. An automatic payment process was developed to facilitate payment of claims for flat-rate contract payments. Approval of an updated cost allocation plan was received from the federal government.

Field Operations

The Field Operations Division, through five DHS regional and 79 local offices, delivers income maintenance and social services programs. The Aging Services and Payments and Services divisions exercise policy direction for these programs. The Field Operations Division also oversees the total DHS effort at regional, district and county levels, coordinating the work of its own staff with that of the Children and Youth Services and Rehabilitation Services divisions.

In spite of increasing caseloads and staff reductions during fiscal 1986—both due to Oklahoma's struggling economy—the division was able to enhance services in many areas through the innovative use of volunteers and by developing cooperative efforts with other service organizations and local governmental and civic leaders in many communities throughout Oklahoma.

The division also continued demonstration projects in each of the five regions to integrate service delivery by state and local agencies. Work continued with the program divisions to streamline policies and procedures and to reduce complexity for workers in the field. In cooperation with the Payments and Services Division, Field Operations also began major new initiatives to strengthen program performance and to promote the professional development of social workers in local offices.

One of the most significant developments in Field Operations during the fiscal year was the completion of about 3,500 position audits by the Oklahoma Office of Personnel Management and the implementation of the results of these audits. The audits resulted in approximately 2,000 field staff being classified in higher grades. The Social Worker II classification is now the "full performance" level for most DHS professional staff in local offices. This provides enhanced career growth opportunities and incentives for staff to remain with DHS.

Management Information

The Management Information Division continued implementation of an integrated client information system with the completion of work on "food stamp only" cases during fiscal 1986. Notices were automated and the retroactive certification process was simplified, resulting in increased information and more accurate processing. Savings due to the reduction in manual efforts are estimated at $270,000.

A pilot office automation projection involving Child Support Enforcement offices in Oklahoma City, Wewoka, Norman, Shawnee and Stillwater was successfully implemented. The project uses small personal computers. This project, now being developed into a statewide system, resulted in increased collections and staff productivity.

Also implemented this year were a new automated system to support the Independent Living program of the Rehabilitation Services Division; an electronic mailbox and assignment tracking system for DHS management; computer system changes to accommodate budget reductions; and a department-wide uniform-client numbering system.

On-line microfiche processing was implemented, replacing many volumes of paper and computer tapes and resulting in major cost and time savings to the department. A new cartridge tape system reduced tape processing time by 55 percent and computer usage time by 15 percent. As the fiscal year ended a lease-purchase arrangement was completed and a new IBM 3094 central computer installed. This provides DHS a 30 percent increase in computer capacity, with lower net costs for fiscal 1987 and 1988.

DHS depends on a statewide terminal network to process benefits and deliver services; quick response time, reliability and availability of the network are key to increasing work productivity and DHS effectiveness. Despite computer workloads that almost doubled, an annual average availability of 98.7 percent, a response time of 4.1 seconds and a production error rate of less than 0.05 of 1 percent were maintained.

A "Man in the County" program was initiated to increase communication between the counties and MID. This program is intended to support training, improve information flow and bring to light problems which need to be resolved in order to provide better services.

General Counsel

The Legal Division concluded 37 cases at the trial level, including three by trial or hearing; nine by motion; seven by settlement; and 18 by voluntary dismissal. Particularly noteworthy are the Koronis Drug fraud case, which was settled for a joint federal-state recovery of $107,000; and the recovery of more than $650,000 in third-party liability and overpayment cases.

The Child Support Enforcement Unit collected more than $14.5 million in child support, up $3.5 million from the previous year; included was $12.1 million collected for Oklahoma children and $2.4 million on behalf of children in other states. For each dollar spent on administration, $1.93 was collected. Although collections increased by 31.4 percent for fiscal 1986, cost effectiveness remained stable due to increased costs for enhancing the Child Support automated system and a pay raise granted during the year.

The Parole, Review and Hearing Board held 407 parole release hearings; 59 juveniles were awarded parole. Additionally, there were three parole revocation hearings. All three revocations were approved. Other revocations were handled by the juveniles' signing of waivers. Other activities by the board included holding 14 administrative hearings, 45 income tax offset hearings and 16 income assignment hearings for the child support program; 767 administrative child support orders were processed and approved.

The Appeals Unit received an all-time high of 1,571 hearing requests. The Appeals Committee disposed of 955 appeals with 431 appeals decided in favor of the appellant and 395 cases decided in favor of the local office. A total of 129 appeals were dismissed and 346 hearing requests were withdrawn by the appellant. The unit expanded a pilot program in which hearings are conducted by telephone.

Office of Ombudsman

The Office of the Ombudsman acts in an advisory capacity to the commission and director, investigating complaints from recipients of the agency's services, employees and interested citizens. The majority of the problems brought to the ombudsman in fiscal 1986 dealt with personnel problems of DHS employees.

Full-time ombudsmen are also employed at state schools for the mentally retarded. They are not part of the administration of schools, but report directly to the DHS ombudsman. They ensure that students receive the services which they need, help train staff in the area of student grievances and assist parents who may be concerned about their children.

During fiscal 1986, 633 grievances were processed on behalf of clients of the state schools.

Public Information

Through news releases and other media contacts, this office publicized the availability and success of DHS programs to the general public, legislators and concerned organizations.

The Office of Public Information responded to more than 1,400 requests from media representatives, state officials, private citizens and other agencies; issued 311 news releases to more than 300 Oklahoma news outlets in addition to regional and county news releases; continued preparation and distribution of Commission Meeting Highlights; and expanded use of the electronic mailbox to include more active participation by the regional and local administrators in working with the local media.

Public service campaigns featuring various DHS programs were introduced to the public through the cooperative efforts of this office and various newspapers, and radio and television stations around the state.

Personnel Resources

The Employee Relations coordinator reviewed 548 grievances, consulted on approximately 125 disciplinary actions and initiated revised personnel policies on overtime (see Policy Manual Sect. 226), time and leave (Sect. 227), promotions (Sect. 280) and reduction in force (Sect. 260).

The Employee Assistance Program provided assessment and referral services for 139 DHS employees and their families. Training sessions were conducted throughout the central region in order to acquaint supervisors with the program, solicit their support and train them in how best to use the EAP. In addition, health fitness classes, weight reduction programs, CPR training and free blood pressure screenings have been made available to DHS staff in the Oklahoma City area.

The Affirmative Action Plan was updated and republished; question-and-answer sessions on the DHS Affirmative Action program were held for employees in each region; and 1,200 copies of the DHS Affirmative Action Plan were distributed through regional workshops. Additional workshops on Affirmative Action and Equal Employment Opportunity were held for county administrators in the central and northeast regions. The Affirmative Action Unit investigated 21 complaints of discrimination.

The Staff Development Unit provided training for more than 4,000 employees on 55 separate training topics. Seventy-four tuition scholarships were granted: 40 were for graduate study and 34 were for undergraduate study. The Employee Exchange Program was implemented in January 1986, and six employees have participated in exchange assignments.

Nearly 4,800 Office of Personnel Management position audits were completed under a joint OPM/DHS agreement known as Project PASS (Personnel Administration Structure and Systems). Significant progress was made toward complete automation of the personnel transaction process. Full DHS compliance was achieved with the governor's personnel hiring freeze. Personnel and employee insurance operations were decentralized for Central Oklahoma Juvenile Treatment Center and the L. E. Rader Center.

Policy Analysis

The division completed the second full year of coordinating the Priorities, Allocations and Tracking System (PATS) the department's main planning and priority-setting process. Major policy issues related to budget problems required shifting emphasis from many of the planned activities for the year. Brief, rapid turnaround policy studies replaced some of the larger studies planned by the division for completion in the fiscal year.

The Special Initiatives and Projects Unit continued its efforts to strengthen coordination between department services and those of Indian tribes and other governmental entities.

The Research, Evaluation and Statistics Unit completed several major statistical analyses, seven large-scale evaluation studies, continued its efforts to coordinate and assist other units in research and evaluation studies and converted several more federal reports to more efficient automated systems.

The Management Analysis and Planning Unit administered the PATS, extending planning toward a five-year cycle with emphasis on developing a plan to reduce adolescent pregnancies, conducted a workload analysis for field operations staff, and began work on a four-year strategy to increase agency productivity.

The Policy Development Unit completed more than 30 policy-related issue papers to assist in decision making, supported the director in tracking and coordinating federal legislative activities and processed more than 2,000 pages of DHS manual policies and procedures and numerous state plan amendments.

DHS programs and services

For children, generally younger than 18 years

DAY CARE	For low-income families who need child care outside of their homes while the parents are working, in job-related training or seeking employment.
LICENSING	Regulation of child care facilities including day care centers, family day care homes and child placing agencies.
FOSTER CARE	Children who can no longer live with their parents receive full-time care while parents receive social services to improve family functioning or a permanent placement is developed.
ADOPTION	Aid in locating adoptive homes and assistance for children whose parents can no longer care for them. Counseling and support are provided to the child and adoptive parents.
CHILD PROTECTIVE SERVICES	Protection for those under 18 who are reported or found to be abused, maltreated or neglected. Hotline: 1-800-522-3511.
CRIPPLED CHILDREN'S SERVICES	Medical services for children, supplementing the services available through Medicaid.
SSI-DISABLED CHILDREN'S PROGRAM	Health care and social services for disabled children who receive federal Supplemental Security Income benefits.
EPSDT(Early and Periodic Screening Diagnosis & Treatment)	Health screening for persons under age 21 who are eligible for Medicaid.
COURT-RELATED & COMMUNITY SERVICES	Services for juveniles younger than 18 with law violations, behavior problems and beyond parental control. Intake, probation, restitution and parole services in 74 counties; parole services only in Comanche, Oklahoma and Tulsa counties.

For the aged, generally older than 64 years

ADULT PROTECTIVE SERVICES	Services for those 18 or older who are harmed or threatened with harm, unable to protect themselves or their interests, and who have no one who can help. Hotline: 1-800-522-3511.
AGING SERVICES	Funding, administration and technical assistance for Older Americans Act programs including congregate meals, transportation, senior centers and in-home and community services.
LONG-TERM CARE OMBUDSMAN	Trained volunteers help receive, investigate and document complaints made by or on behalf of patients in nursing homes and other long-term care facilities.
NON-TECHNICAL MEDICAL CARE	Nurse-supervised in-home services by trained providers to help low-income elderly or disabled Oklahomans whose health problems would otherwise require nursing home care.
HOME MAINTENANCE AIDE SERVICES	Non-medical services to help clients function at home.
ELDERLY ADULT DAY CARE	Respite care for persons age 60 or older during part of a day to prevent unnecessary institutionalization.

For financially, medically and socially needy from all age groups

AFDC(Aid to Families with Dependent Children)	Cash grant for basic needs, training/employment services and day care assistance for families with children deprived of support because of a parent's death, incapacity or absence.
EMERGENCY ASSISTANCE	Limited short-term help for needy families with children who may not meet requirements for AFDC or aid to the aged, blind or disabled.
SSP(State Supplemental Payments)	State-funded supplemental cash grants for needy aged, blind and disabled Oklahomans.
MEDICAID	Medical care for low-income people: Direct payments are made to health providers for hospital inpatient care, nursing home care and outpatient services provided by physicians, dentists, pharmacists and other providers.
FOOD STAMPS	Coupons that can be used like money to buy food, available to low-income households that meet eligibility standards.
ENERGY ASSISTANCE	Cash benefits to help low-income, people pay heating and cooling energy bills.
CHILD SUPPORT ENFORCEMENT	Services to help families find missing parents, establish paternity and obtain child support to help a family remain financially independent. Information hotline: 1-800-522-2922.

For the blind, deaf and physically or mentally disabled from all age groups

REHABILITATION SERVICES	Vocational, rehabilitative and visual services to help needy persons with disabilities function independently, leading to gainful employment where feasible.
DEVELOPMENTAL DISABILITIES SERVICES	Institutions, group homes, sheltered workshops and community services for mentally retarded and other developmentally disabled children and adults.
SCHOOLS FOR THE BLIND & DEAF	Residential educational programs for visually and hearing impaired Oklahoma children.

Di[illegible]ining[illegible]ams placed[illegible]
[illegible] full-time

Payments and services

A major change in the Aid to Families with Dependent Children program implemented in fiscal 1986 was an increase in benefits which averaged 7.5 percent. It was the first increase for AFDC in Oklahoma since 1979. An additional shelter allowance to reduce the inequities in needs payments was granted to AFDC households who were living in unsubsidized housing. Recipients living in public or other subsidized housing received smaller increases.

Broader medical coverage was implemented: Eligibility to receive medical benefits was extended for (1) people whose AFDC cases were closed because of receiving child support or spousal support and for (2) individuals and their spouses who lost eligibility due to Social Security cost of living increases.

State Supplemental Payments were increased by $4 per month for recipients who were living in their own homes. DHS also made changes in the State Supplemental Payments program to include minor disabled children who meet the eligibility requirements. SSP provides state-funded grants for needy aged, blind or disabled Oklahomans, some of whom are not covered under the federal Social Security or Supplemental Security Income programs.

Due to a shortfall in state funding, the General Assistance program and the Emergency Assistance to Needy Families program were suspended effective May 1, 1986. Personnel in DHS county offices increased their efforts to work with community resources to provide emergency assistance. The Emergency Assistance program was reinstated early in fiscal 1987 after the Oklahoma Legislature decided to provide sufficient funding to continue it.

In the Low Income Home Energy Assistance Program, more than 200,000 persons in almost 80,000 households received $10.5 million in heating payments: 18,500 households received nearly $2.08 million in emergency fuel payments through the energy crisis assistance portion of the program.

There were no large-scale natural disasters in Oklahoma in fiscal 1986, but the Emergency Welfare Services Unit coordinated regularly with state Civil Defense staff and helped local personnel develop resources in several situations including a major apartment fire in Okmulgee and a tornado in Edmond.

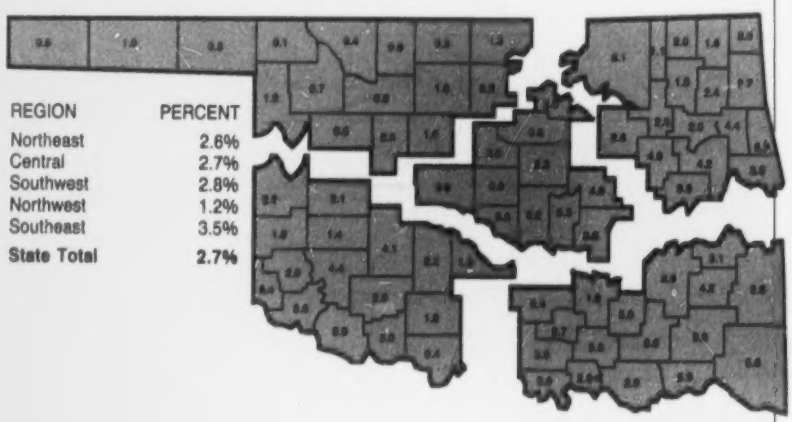
A food stamp demonstration project, Simplified Application Processing, which was initiated in fiscal 1985 continued to prove highly successful. Under this project recipients of AFDC, Supplemental Security Income and Medicaid are automatically eligible for food stamps. The procedures eliminate separate applications and allow benefit calculations based on information already collected and verified. Administrative costs decreased by more than $50,000 per month in salaries alone because 75 percent fewer staff were required to process food stamps for AFDC recipients.

An additional benefit of the food stamp demonstration project was to lower the error rate for project participants, thus producing significant cost savings.

A Food Stamp Job Search project was initiated during fiscal 1986. By year's end 4,552 recipients had been placed in jobs.

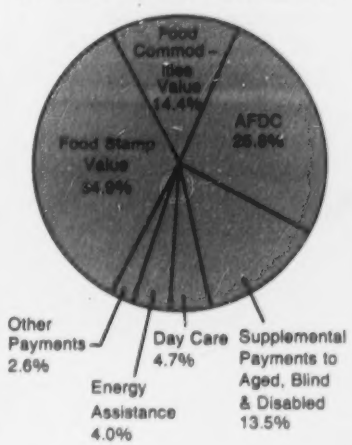
Other changes in the Food Stamp program for fiscal 1986 include providing a loss offset provision for self-employed farmers, allowing an

Percent of population receiving AFDC
FY 1986 monthly average, by county



REGION	PERCENT
Northeast	2.6%
Central	2.7%
Southwest	2.8%
Northwest	1.2%
Southeast	3.5%
State Total	**2.7%**

Payments & food program values
FY 1986 total: $389.1 million



increase in the earned income deduction and an adjustment in standard deductions to help with day care expense.

Further initiatives to implement cost-saving procedures and more economical use of personnel continued throughout the year. These include in-depth analyses of forms and procedures with resulting simplification or elimination: decrease of requirements for home visits; issuance of computer-generated notices; and strengthening the coordination between programs. Enhanced corrective action efforts to prevent eligibility errrors were assigned a high priority, not only to ensure valid receipt of benefits but also to reduce the possibility of future misspent dollars and federal disallowances.

A broad spectrum of social services to adults and families reached nearly 135,000 Oklahomans during fiscal 1986:

—Day care services were provided to approximately 24,000 children and to 135 adults between ages 18 and 59 who required care during a part of the 24-hour day and met eligibility guidelines. Greater use was made of day care to prevent the abuse, neglect or exploitation of children.

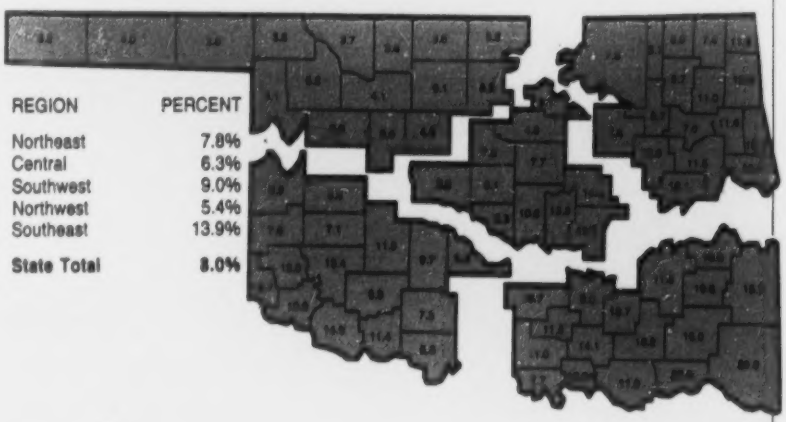
—The Employment and Training program served approximately 28,000 individuals during the year; placements in unsubsidized full-time employment were made for almost 7,100 adult clients. Services included assessments; development of employability plans; employment counseling; referrals to Job Training Partnership Act programs; assistance in arranging child care: placements in training programs; orientation to work sessions; job search sessions; and direct referrals to employers. Cooperative relationships have been established and maintained with each service delivery area under the Job Training Partnership Act as well as with vocational-technical schools.

—Family Life Services were provided to nearly 17,000 adults and nearly 8,000 children. These services include working with unmarried mothers, helping clients secure adequate housing and needed education and resolving problems in children's school attendance.

—Health Related Services were provided to more than 45,000 children and nearly 10,000 adults during the year. The major program areas are the Early and Periodic Screening, Diagnosis and Treatment program (EPSDT), family planning services and the Supplemental Security Income Disabled Children's Program (SSI-DCP). EPSDT services are provided to AFDC and other Medicaid clients who are younger than 21 to prevent or reduce serious illnesses and diseases. Family planning services include information, counseling and referrals to medical providers. The Supplemental Security Income Disabled Children's Program provides support services and equipment to help eliminate or alleviate handicapping conditions among disabled children younger than 16. The long-term goal of SSI-DCP is to help reduce the need for public assistance in adulthood.

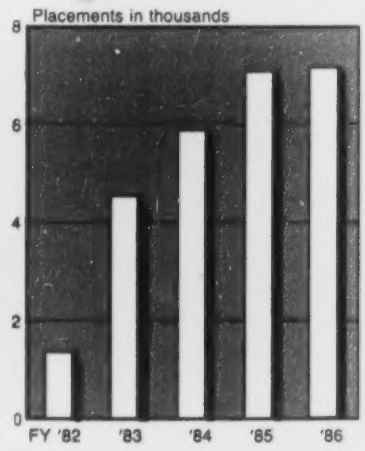
—Refugee Services, which include employment placement, English language training and supportive social services, were provided to more than 2,500 refugees residing in Oklahoma. Special federally funded projects provided vocational training to Hmong refugees in Tulsa County and crisis intervention services to refugees in Oklahoma County.

Percent of population receiving food stamps
FY 1986 monthly average, by county



REGION	PERCENT
Northeast	7.8%
Central	6.3%
Southwest	9.0%
Northwest	5.4%
Southeast	13.9%
State Total	**8.0%**

Employment & training placements
FY 1982—1986

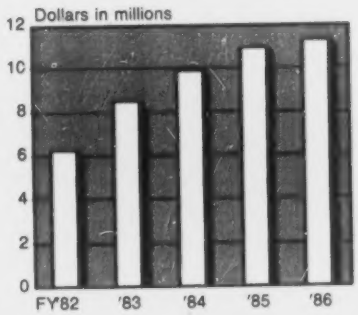


Trends

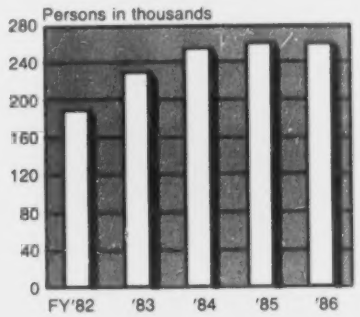
FY 1982—1986, average monthly recipients and payments

FOOD STAMPS

Coupon Value

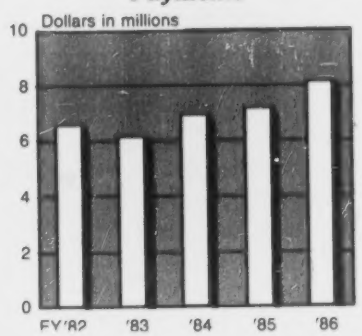


Recipients



AFDC

Payments



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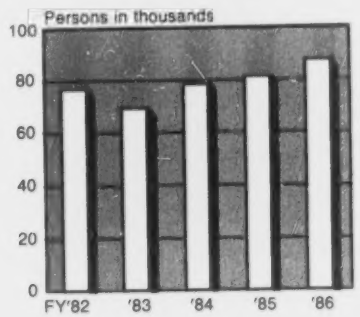
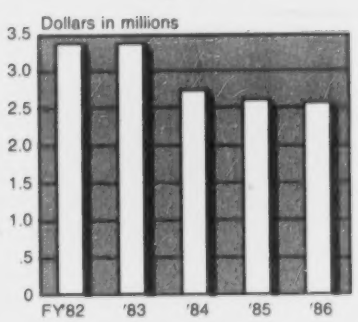


STATE AABD

Payments



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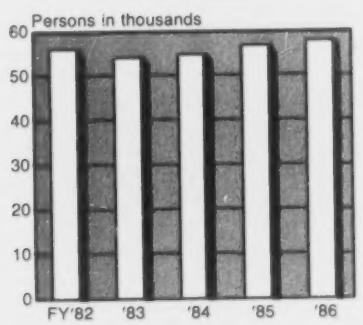
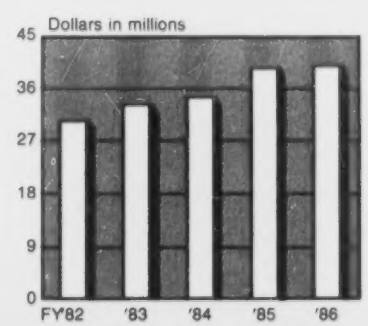
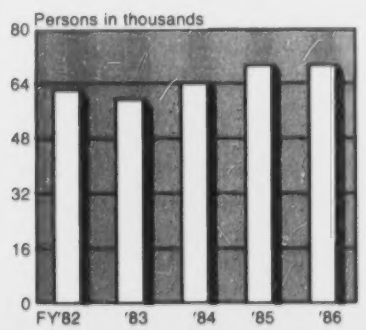


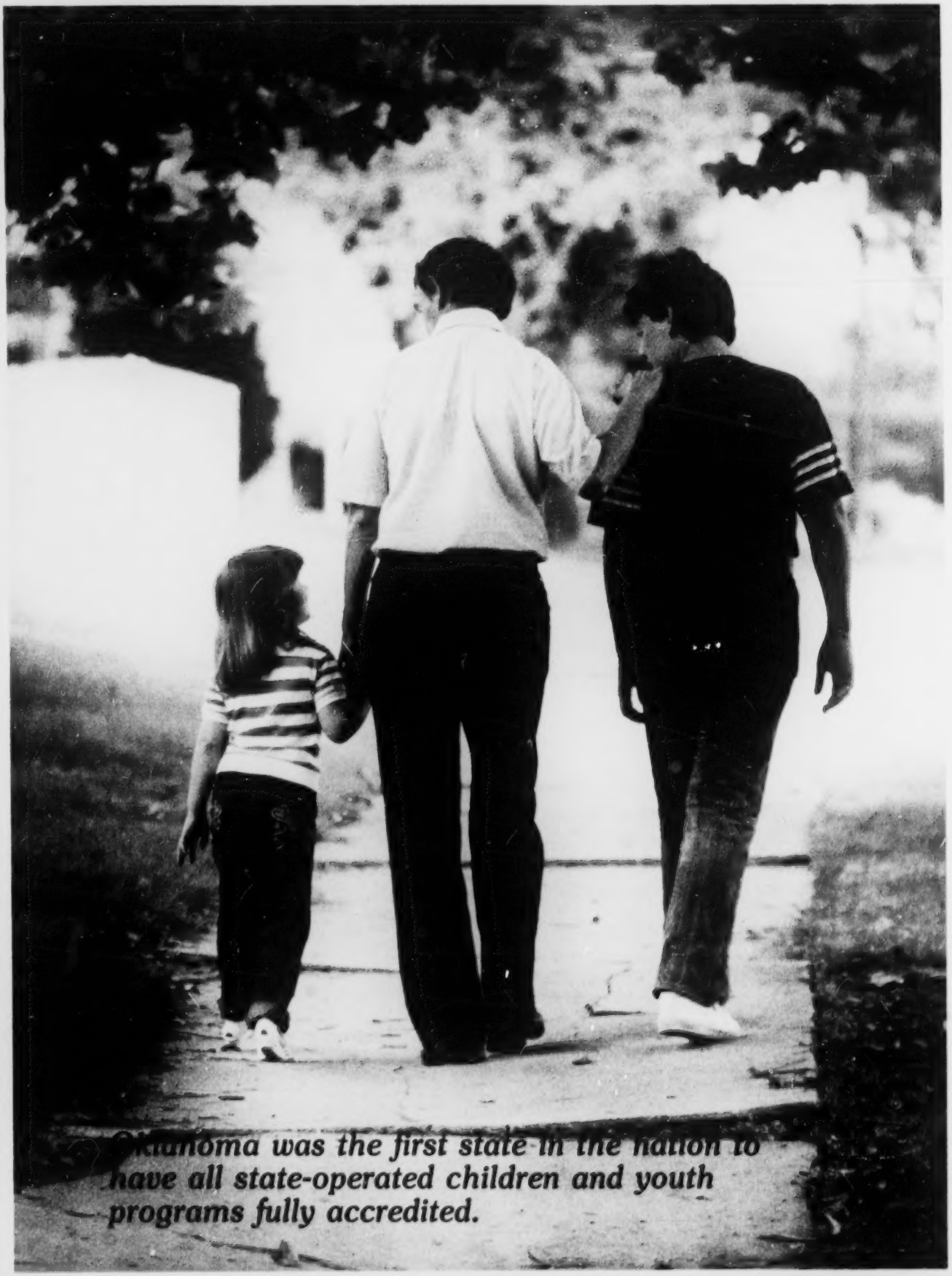
MEDICAID

Payments



Recipients





Oklahoma was the first state in the nation to have all state-operated children and youth programs fully accredited.

Children and youth services

The January 1986 accreditation of the DHS Child Welfare Services program made Oklahoma the first state in the nation to have all of its state-operated children and youth services programs fully accredited by nationally recognized bodies.

DHS Child Welfare Services was the first state-administered child protective service to receive a full four-year accreditation from the Council on Accreditation for Families and Children, Inc.

This was accomplished despite a depressed Oklahoma economy with rapidly increasing needs for investigations and social services, especially for vulnerable children and youth. Intakes and intervention services increased 10 percent in abuse, neglect and court-related services. More than 60 percent of the children served received services in their own homes, relatives' homes or through contracted private residential foster care.

The Oklahoma Children's Center, Taft, was closed as a center for youth adjudicated delinquent and transferred by the Legislature to the Oklahoma Department of Corrections.

Work continued on implementing the state's juvenile detention plan, under which all children are to be removed from adult jails and detention facilities by June 30, 1987.

The first six-bed regional detention facility began operation in Pottawatomie County; construction began on two other facilities in Bryan and Comanche counties; and plans were made to use $900,000 remaining in the Juvenile Detention Improvement fund to construct and renovate short-term and long-term regional facilities.

DHS Residential Services programs served 446 young people who had been adjudicated deprived, in need of supervision, in need of treatment or delinquent and committed to DHS custody by the courts.

As of the end of FY 1986, DHS operated three juvenile institutions: the Central Oklahoma Juvenile Treatment Center, Tecumseh, for youth adjudicated in need of treatment; the L.E. Rader Diagnostic, Evaluation and Treatment Center, Sand Springs, for youth adjudicated delinquent; and the L.E. Rader Intensive Treatment Center, Sand Springs, a secure facility for juvenile delinquents with serious behavior problems.

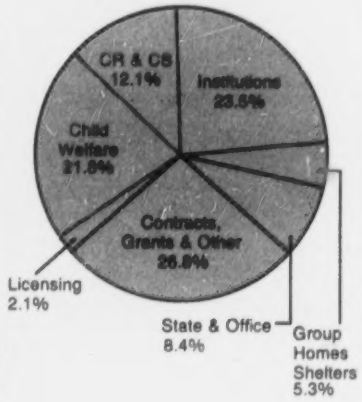
On June 30, 1986, 225 adjudicated juveniles were assigned to the three centers; 190 were on campus while 35 were on leave or absent without leave.

DHS continued to improve and expand community residential services for youth in DHS custody with more than 68 percent of those adjudicated delinquent receiving supervision and other services while remaining in their own homes or relatives' homes.

Community-based residential services were provided for DHS-custody children in eight DHS-operated and eight contracted group homes, 12 specialized community homes and 14 private residential child care facilities. DHS operates three group homes in Oklahoma City, two in Tulsa, and one each in Durant, Enid and Lawton.

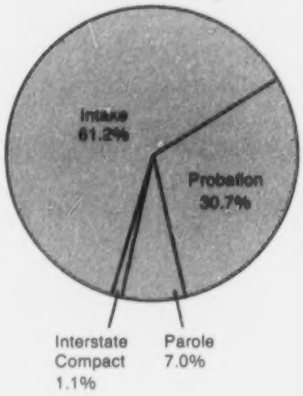
All residential facilities caring for children in DHS custody meet or exceed the appropriate requirements for state licensing; DHS-operated facilities and programs meet national standards of accreditation by the Commission on Accreditations for Corrections, Joint Commission on Accreditation of Hospitals or the Council on Accreditation for Families and Children.

Expenditures for services to children and youth
FY 1986 total: $72.2 million



Child welfare services, % by type
7,043 average monthly caseload

Court related & community services, % by type
4,100 average monthly caseload



Child Welfare Services

DHS has statutory responsibility for the care and protection of abused and neglected children and for providing court related and community services for young people at risk or in trouble with the law.

In fiscal 1986, the Child Welfare Services staff investigated 22,087 reports of suspected child abuse and neglect; 8,206 cases were confirmed; 24 children were determined by DHS investigations to have died as a result of abuse or neglect by a parent or caretaker; 1,671 petitions recommending adjudication oi children as deprived of parental protection and/or support were filed.

Protective and preventive services were provided for a monthly average of 1,825 children in their own homes or relatives' homes. Private foster home care was provided for a monthly average of 1,741 children. Most were in DHS custody. Others involved temporary care provided due to illness or family dysfunction which required short-term relief from child care responsibilities.

The Emergency Foster Care program was implemented statewide following a successful pilot program. Seventeen emergency foster homes provided emergency care for children age 6 and younger. The long-range program goal is to keep all children age 10 and younger out of shelter and residential facility care.

Two new contracts were negotiated and three renewed with Indian tribes to provide foster care services for Indian children in tribally approved homes.

The division placed 299 children in adoptive homes this year. Thirty-nine children were placed in adoptive families through contacts initiated by the weekly "Wednesday's Child" and "Waiting Child" television programs in Oklahoma City and Tulsa. Placements included, for the first time, a sibling group of six children who were placed with the same adoptive family.

DHS was awarded a U.S. Department of Health and Human Services grant for a family reunification project. The project will develop a curriculum and training program to reduce the time children remain in foster care before returning home; staff members, foster parents and natural parents will work as a team.

Operating for its first year, a new specialized foster care program for the mentally retarded provided services for 21 children in DHS custody. Forty specialized foster care homes were developed with providers who received 40 hours of training in mental retardation and completed the 21-hour, nationally recognized NOVA Foster Care training program.

Community Youth Services

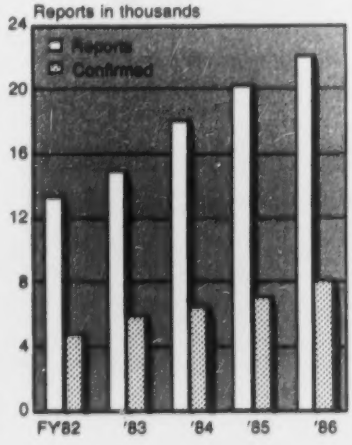
DHS contracted with 37 private youth service agencies to provide crisis intervention and counseling services; 27 of the contractors also provided emergency shelter services for children. This year, 15,227 children and youth received one or more services from these agencies; 8,274 were provided with emergency shelter for an average stay of six days.

Court Related Juvenile Services

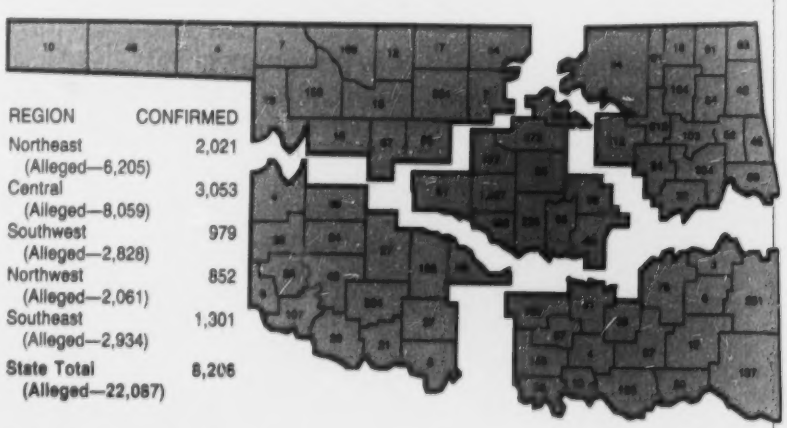
Court Related and Community Services completed 11,751 juvenile court intakes; supervised 5,894 youth on court-ordered probation and 1,338 on parole in DHS custody; and placed 218 juveniles and runaways through the Interstate Compact on the Placement of Juveniles.

This year, 2,367 juveniles paid vic-

Child abuse & neglect investigations
FY 1982—1986



Confirmed cases of child abuse & neglect
FY 1986, by county



REGION	CONFIRMED
Northeast (Alleged—6,205)	2,021
Central (Alleged—8,059)	3,053
Southwest (Alleged—2,828)	979
Northwest (Alleged—2,061)	852
Southeast (Alleged—2,934)	1,301
State Total (Alleged—22,087)	**8,206**

24 children died in fiscal 1987

tims of their crimes $228,544 in restitution through the Victim Restitution/Juvenile Offender Responsibility program. Juveniles have paid $1.7 million to their victims since the program began in September 1977.

The Victim/Offender Mediation program was implemented with 70 CRCS mediators certified to assist in dispute resolution bringing juvenile offenders face-to-face with their victims.

A subsidized juvenile restitution job placement program began. A grant was received to develop public information materials and an automated management information system to track the effect of restitution on juvenile behavior.

Licensing

The licensing of child care facilities is required by the Oklahoma Child Care Facilities Licensing Act. The major functions of the Licensing Unit are to assure that child care facilities maintain minimum standards and to encourage the facilities to achieve higher quality of care.

The Licensing Services Unit was reorganized during the year; programs field representatives were placed in regional offices and additional social service supervisors in Lawton, Atoka and Mayes counties. The move provided closer field supervision and consultation for licensing staff and more active field staff participation in policy formulation and procedural development.

Day care centers and family day care homes are monitored quarterly for compliance with standards.

A total of 2,715 licensed child care facilities operated in Oklahoma during FY 1986. Licensing staff responded to 33,974 inquiries and other contacts regarding licensure; 4,430 complaint investigations were conducted, 2,754 of them involving unlicensed facilities. The unit responded to 5,619 information requests from parents.

The staff monitored, provided technical assistance and made licensing determinations for 27 child care institutions, 34 child placing agencies, 30 emergency shelters, three juvenile detention centers and 17 adoption agencies. The unit monitored four state institutions, two emergency shelters and eight group homes to assure that state-operated facilities were in compliance with state licensing standards.

The DHS Child Care Advisory Committee met quarterly to oversee development, review and revision of state licensing standards. This year's tasks included recommendations on standards for juvenile detention centers; a change in child placing agency standards to allow multi-state agencies to operate in Oklahoma; and development of proposed revised standards for day care centers.

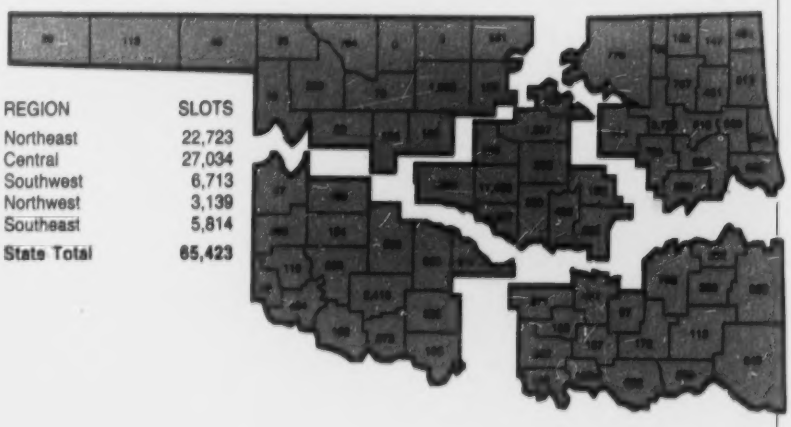
Speech and Hearing Services

The Speech and Hearing Services staff provided 31,352 treatment sessions, an increase of 102.4 percent over fiscal 1985. The central program staff coordinates and monitors speech-language and hearing services for all DHS programs.

Technical assistance, supervision and direct clinical services were provided for a monthly average of 558 clients enrolled in speech-language therapy or auditory training.

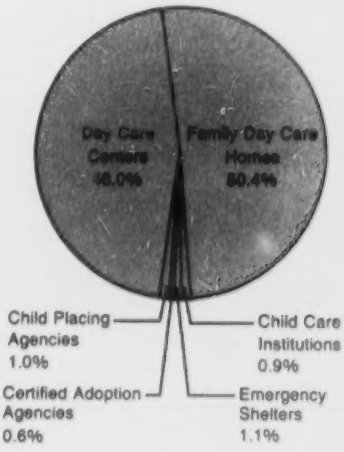
The staff completed 2,182 speech-language evaluations and 2,257 hearing and hearing aid evaluations. The service completed 282 pre-authorization quality assurance reviews on purchase of services for the Crippled Children's program.

DHS day care licensed slots
June 30, 1986, by county



REGION	SLOTS
Northeast	22,723
Central	27,034
Southwest	6,713
Northwest	3,139
Southeast	5,814
State Total	**65,423**

Licensing services, % by type
FY 1986: 2,812 facilities


Day Care Centers 18.0%
Family Day Care Homes 80.4%
Child Placing Agencies 1.0%
Child Care Institutions 0.9%
Certified Adoption Agencies 0.6%
Emergency Shelters 1.1%

Last minute action by the 1986 Legislature
averted substantial cuts in the DHS
medical programs.

Medical services

During much of fiscal 1986, the attention of the Medical Services Division was focused in large part on the possibility of significant reductions in state funding for the Medicaid program and on the transition of medical claims processing from a direct DHS operation to a contractor-operated one.

Last minute action by the Oklahoma Legislature averted the cancellation of the Medically Needy program and substantial cutbacks in the vendor drug component of the Medicaid program. State funding was eliminated, however, for personal needs allowances for long-term care patients, leaving them with only $25 per month provided by federal programs.

The Medically Needy portion of the Medicaid program provides health care for people whose income and resources exceed eligibility standards for cash assistance but who have high medical expenses. The total annual expenditures for services to the medically needy are approximately $30 million.

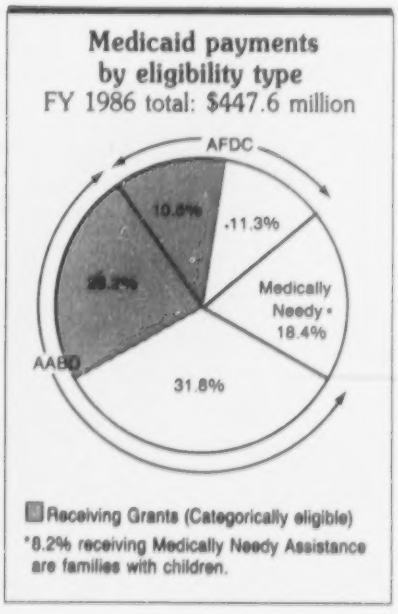
To comply with federal requirements, approximately 6,000 long-term care patients, formerly categorized as medically needy, were converted to categorically eligible status. This change had the effect of equalizing the support provided by DHS to such patients with support provided long-term care patients who had received medical assistance before entering nursing homes.

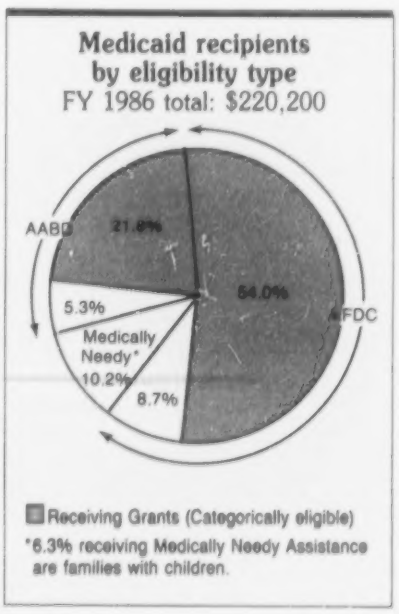
After extensive discussion of possible reductions in the prescription drug portion of the Medicaid program, the Legislature mandated an increase in prescription drug coverage for long-term care patients from three to five prescriptions a month. The program also now makes psychotropic medication available for such patients.

A major change in medical claims processing was effected during fiscal 1986 through a contract with System Development Corporation (SDC) a subsidiary of the Burroughs Corporation. SDC designed, developed and began implementing a new claims payment and Medicaid management information system. SDC is now responsible for processing claims for reimbursement for inpatient hospital, physician, dental, outpatient, clinic, home health, family planning, laboratory and X-ray services; prescribed drugs, Early and Periodic Screening Diagnosis and Treatment, nursing home care and Non-Technical Medical Care. SDC also is responsible for answering provider questions about specific claims and for generating information for providers, federal officials and other DHS divisions.

The award of the SDC contract for processing medical claims led to a major reorganization of the division. Functions and responsibilities were realigned to reflect the increased emphasis on policy development and program monitoring. The division's staffing level was reduced by approximately 100 positions. Affected employees were relocated to permanent jobs elsewhere in DHS.

The cooperative efforts among divisions continued as the medical claims payment system processed claims for vocational rehabilitation services and claims for certain services provided through the Division of Children and Youth Services. Medicaid funds were paid through intra-departmental reimbursements to the Oklahoma Teaching Hospitals, the three state





schools for the mentally retarded and the Central Oklahoma Juvenile Treatment Center.

The following is a brief description of the functions of each unit in the Medical Services Division under the modified organization:

—The Provider Relations Unit maintains the Title XIX State Plan, coordinates Medical Advisory Committee activities, develops policies and procedures for provider appeals and develops and maintains provider manuals. This unit and SDC have developed and conducted joint provider training workshops on the new billing and claims payment procedures.

—The Executive Resource Unit researches and develops new program initiatives, maintains and develops the division's budget and administrative contracts and coordinates personnel resources and staff development activities.

—The Policy Planning and Review Unit plans and reviews policy on eligibility, amount, duration and scope of all programs, develops material for the DHS Policy and Procedures Manual and coordinates policy planning with other DHS divisions.

—The Long-Term Care Unit administers nursing home and other long-term care services including provider relations, utilization control, payment review and medical evaluation.

—The Medical Information Systems Unit, formerly the Medicaid Claims Processing and Review Unit, monitors and provides technical support to SDC and administers provider enrollment, third-party liability, overpayment collections and the surveillance and utilization reviews.

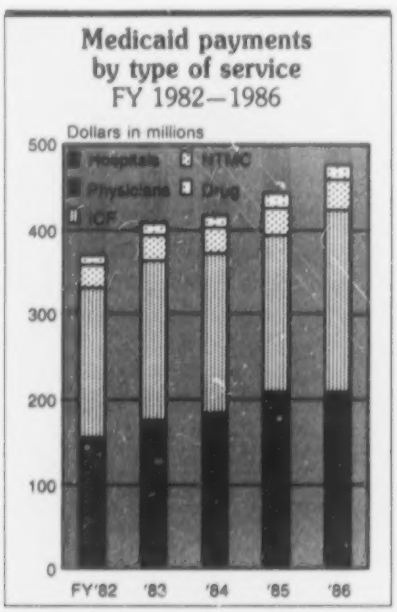
—The Medicaid Reference Unit reviews all federal regulatory and policy correspondence; screens, analyzes and summarizes such material for use by MSD and DHS staff; and identifies and initiates needed implementing actions by DHS.

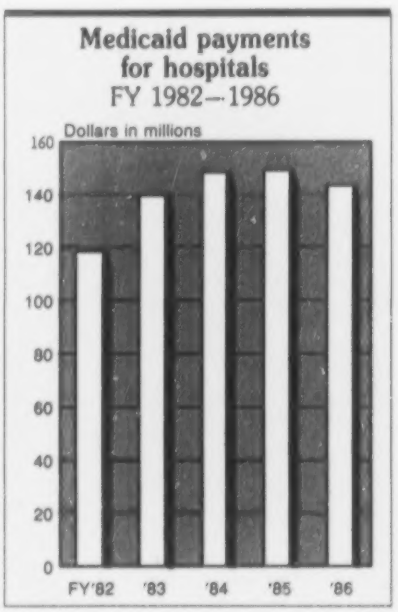
—The Crippled Children's Unit administers delivery of medical services to individuals younger than 21 who do not meet Medicaid financial eligibility standards or who need services outside the scope of Oklahoma's Medicaid program. This unit determines medical necessity for selected services and authorizes payment. The Crippled Children's Unit held 29 different clinics throughout the state during fiscal 1986, offering orthopedic and pediatric cardiology examinations. More than 300 children were served. The unit recently has developed specific eligibility criteria for the use of Crippled Children's funds.

A new statewide procedure-based reimbursement methodology, established for physician and related services, developed and introduced during fiscal 1986 has considerably streamlined payment procedures. This methodology replaced one based on the Medicare system. It promotes more equitable and uniform payments to providers for comparable procedures. It reduces the time spent in interpreting and calculating payments based on regional variations and individual provider profiles.

Many changes in the division during fiscal 1986 related to long-term care. Under the Medicaid waiver for in-home and community-based services to the mentally retarded, 24 clients were being served at the end of the fiscal year.

Mentally retarded clients may also





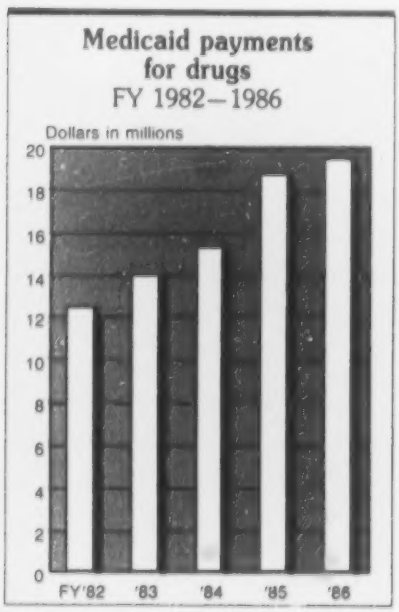
receive care through intermediate care facilities for the mentally retarded (ICF-MR). There are now 16 private ICF-MR facilities serving nearly 1,500 clients, in addition to approximately 1,300 clients being served in the three state schools for the mentally retarded. The state schools also qualify for Medicaid funding as public ICF-MRs.

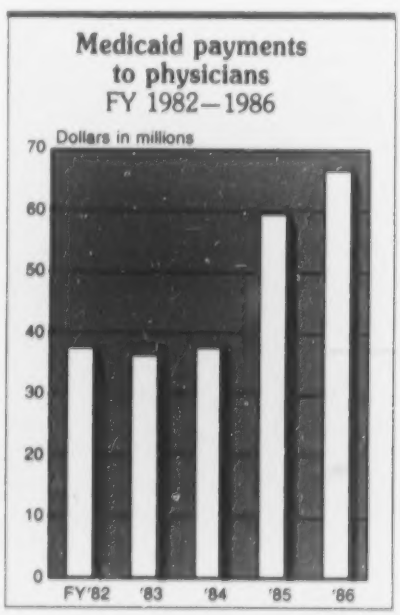
The Long-Term Care Unit designed a new long-term care assessment instrument which uses both functional and physical components to determine a recipient's need for long-term care or community services. This instrument is being tested in pilot projects in Oklahoma, Logan, Carter and Caddo counties.

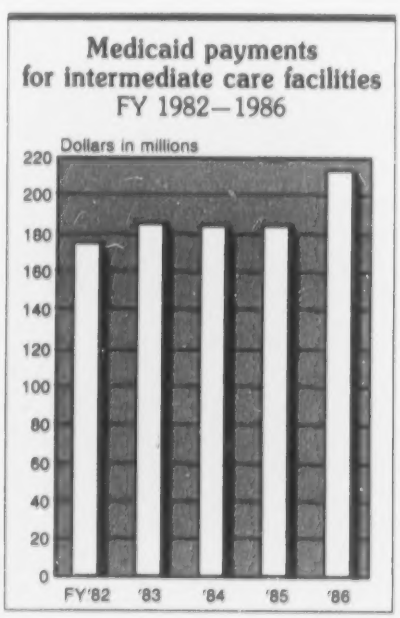
DHS continued pilot programs providing medical care to individuals and families who have no health insurance and who are not covered by Medicare and Medicaid. Grants were renewed to the Tulsa Medical Education Foundation and the Oklahoma College of Osteopathic Medicine and Surgery. These programs provide health care services to low-income individuals and families in the Greater Tulsa area. More than 32,000 patient visits were subsidized by grant funds.

MSD worked closely with the Aging Services Division to cope with budget reductions in the Non-Technical Medical Care program. The two divisions re-evaluated the number of days of required service for each client, producing significant savings for the program and avoiding the necessity for placing a ceiling on program enrollments.

In September 1985, all time limitations on Medicaid-reimbursed hospital services were eliminated. However, as the fiscal year ended and the budget situation worsened, a 30-day per year limit was imposed on inpatient hospital services for adults.







For the first time, more C
services in the communit
the three state schools.

Developmental disability services

Despite budget problems caused by Oklahoma's economic recession, the state legislature placed a very high priority on improvement of services to mentally retarded clients. The Developmental Disability Services Division's $64.3 million budget reflected a 24 percent increase over the $51.8 million spent in fiscal 1985.

For the first time in DHS history, services are being provided to more mentally retarded and developmentally disabled Oklahomans in their own homes and communities than in the three state schools for the mentally retarded. At the same time, services have been significantly expanded and improved for clients at the Hissom Memorial Center in Sand Springs, and at Pauls Valley and Enid state schools.

The Legislature provided a $500,000 line-item appropriation for the Donna Nigh Group Home program. Named in honor of the state's First Lady, the program began in 1982 with a single group home serving 10 clients. Twenty-two group homes, serving an additional 200 mentally retarded young adults, were added during fiscal 1986, bringing the statewide total to 68 homes serving 614 residents.

Nearly 1,900 Oklahomans are enrolled in 67 sheltered workshops and work activity centers where they earn income for work contracted with government and private industry. Located in 49 of the state's 77 counties, the workshops also provide job training, work adjustment counseling and recreation. Total DHS spending for group homes and sheltered workshops was approximately $6.8 million, up from the $4.3 million spent the previous year.

More than 1,000 Oklahomans and their families received case management services during the program's first full fiscal year of operation. Social workers with special training in mental retardation counseling and referral are serving as case managers. They make referrals for financial benefits, special education, group homes and other programs. Evaluation and assessment services are available to all mentally retarded Oklahomans. Case management, special projects and other developmental disability services accounted for $1.7 million, a 136 percent increase over fiscal 1985.

Under federal waivers for in-home and community-based services, Medicaid funds are now used for foster care, respite care, a broad range of specialized therapies or community living skills training.

With more community-based services available, the populations at the three state schools dropped from a total of 1,510 residents at the end of fiscal 1985 to 1,275 at the end of fiscal 1986. State and federal funding for the state schools totaled $54.9 million, a 19.2 percent increase over the $46 million spent in fiscal 1985.

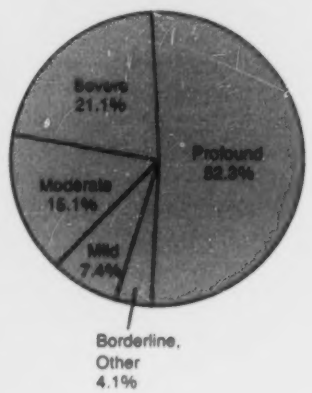
A threatened loss of federal Medicaid funds was averted and the U. S. Department of Justice ended a civil rights review. These improvements in federal relations were achieved as a result of substantial physical improvements at the three state schools, development of active treatment programs for each client, and the addition of more direct care staff and professional personnel.

In March 1986 a citizens committee was appointed to study all three state schools and suggest ways to reduce the cost of operating them. Committee recommendations were presented to the Oklahoma Commission for Human Services at its June 1986 meeting. The committee's recommendations were under review as the fiscal year ended.

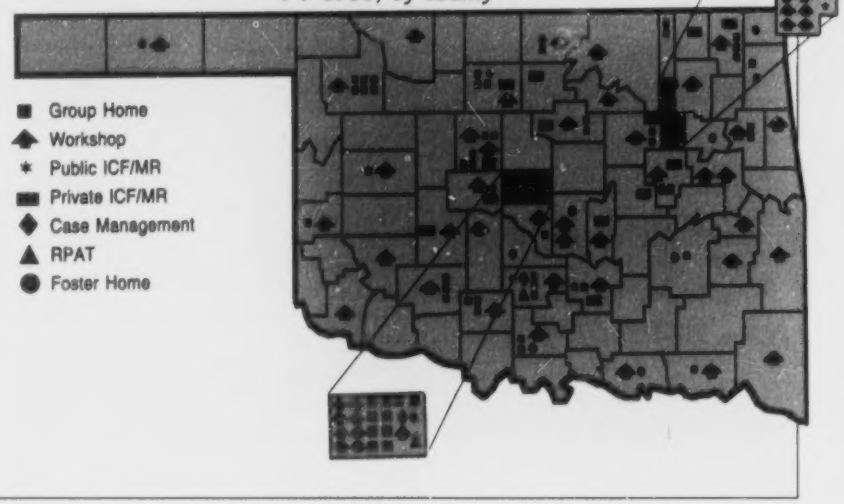
The Foster Grandparents Program at all three state schools matched 125 older Oklahomans with 317 students who benefit greatly from the special one-to-one relationship. At the Hissom Memorial Center 31 foster grandparents worked with 145 children; another 56 foster grandparents work with 102 clients at Enid; and 35 older Oklahomans work with 70 residents at Pauls Valley. The program is funded by a $260,000 grant from Action. the federal volunteer agency, and $330,000 in state funds.

To provide better support for patients in long-term care facilities, the Human Services Commission increased Medicaid reimbursement rates to $40 a day for the approximately 1,500 clients receiving services in the state's 16 certified private ICF-MR long-term care facilities.

Level of retardation for residents at state schools
FY 1986: 1,292 residents



DHS & community-based residential facilities for developmentally disabled
FY 1986, by county



Rehabilitation Services helped 38,000 disabled Oklahomans achieve a higher degree of independence.

Rehabilitation services

During fiscal 1986 the Rehabilitation Services (RS) Division helped more than 38,000 Oklahomans with disabilities, about 1,000 more than were served in fiscal 1985. These services enabled some 4,500 clients either to work full time or to achieve a higher degree of independence in their personal lives.

RS Division spending for fiscal 1986 was almost $42 million, an 18.1 percent increase over the $35.5 million spent in fiscal 1985. Almost all the added money was spent on client services.

The RS Division includes the Rehabilitative and Visual Services Units; Oklahoma School for the Blind, Muskogee; Oklahoma School for the Deaf, Sulphur; and the Disability Determination Unit. The Okmulgee Rehabilitation Center, formerly a division component, became part of the Oklahoma Teaching Hospitals on July 1, 1985. The RS Division continued to provide $1.3 million funding for the Okmulgee Center.

Expenditures for Rehabilitative and Visual Services, including independent living Services, were $27.3 million for fiscal 1986, a 21.7 percent increase over the $22.4 million expended in fiscal 1985. Another $3.4 million was spent by the Oklahoma School for the Blind, and $4.3 million financed services to the deaf and hearing impaired and the Oklahoma School for the Deaf. The Disability Determination Unit's operations cost nearly $6.9 million.

Rehabilitative Services

Approximately 35,000 clients received rehabilitative or independent living services, and 3,962 of those cases were successfully closed with the clients finding gainful employment. The average age of clients was 30 with 68 percent older than 21. Persons from every county in the state were served and rehabilitated.

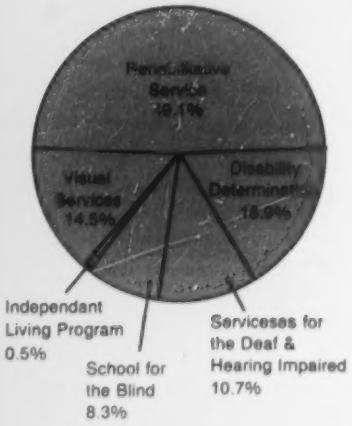
The Independent living services program, in its second full year of operation, provided $728,000 for services to help Oklahomans with severe disabilities to improve their independence for home and community living. The Anadarko Center, the first independent living center initiated by DHS, provides peer counseling, advocacy training, referrals to accessible housing and transportation, attendant care and individual living skill assessment along with staff counseling and training. Independent living information and referral centers were scheduled to open in McAlester and Enid early during fiscal 1987. The Tulsa and Norman Independent Living centers, which receive funds directly from the federal Rehabilitation Services Administration, continued to have a close cooperative relationship with DHS programs.

About 48 percent of the unit's $20.1 million in expenditures paid for purchased client services, including medical diagnosis, physical restoration and vocational training. Another 45 percent went for counseling, guidance and job placement. The remainder of the budget provided operational costs and miscellaneous services to clients such as transportation, maintenance, and other goods and services.

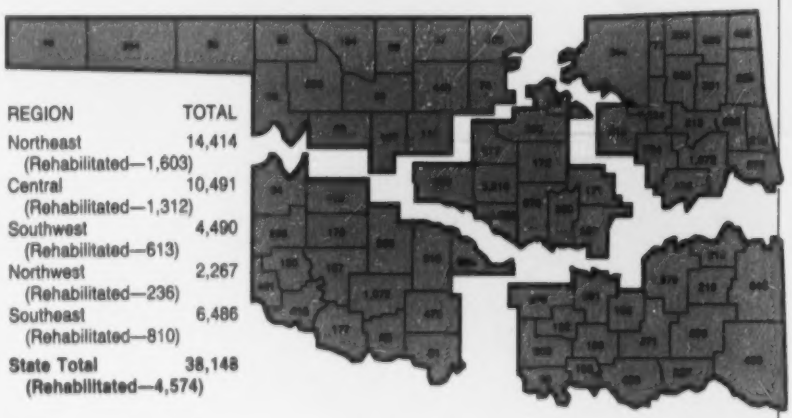
Visual Services

The Visual Services Unit spent $5.8 million to provide services for 4,554 blind and visually impaired Oklahomans; 612 of those cases resulted in successful closure with the clients in gainful employment. The

Expenditures for rehabilitative services
FY 1986 total: $41.9 million


Rehabilitative Services 18.1%
Visual Services 14.5%
Disability Determination 16.9%
Independant Living Program 0.5%
School for the Blind 8.3%
Serviceses for the Deaf & Hearing Impaired 10.7%

Rehabilitation clients served
FY 1986, by county



REGION	TOTAL
Northeast	14,414
(Rehabilitated—1,603)	
Central	10,491
(Rehabilitated—1,312)	
Southwest	4,490
(Rehabilitated—613)	
Northwest	2,267
(Rehabilitated—236)	
Southeast	6,486
(Rehabilitated—810)	
State Total	**38,148**
(Rehabilitated—4,574)	

rehabilitation teaching component served 1,314 clients. Services included rehabilitation counseling, training in the use of braille and other communication skills, mobility and orientation and adaptive techniques for daily living and homemaking activities.

Gross sales from the vending facility program topped $7 million. About 100 blind or visually impaired Oklahomans managed or worked in snack bars or maintained vending machines in more than 70 operations throughout the state.

The Oklahoma Library for the Blind and Physically Handicapped, with help from more than 200 volunteers, served more than 4,500 patrons. The Oklahoma Radio Reading Service, broadcasting from FM stations in Tulsa, Stillwater and Oklahoma City, provided 99 hours weekly of news, information and entertainment programs.

Oklahoma School for the Blind

The School for the Blind provided day and residential education services for 104 students, ages 4 through 21, at a cost of $3.4 million in fiscal 1986. The school continues its search for better ways to serve multi-handicapped children. Computer training is available to high school students; elementary and junior high school students received computer-assisted instruction. OSB received first-time accreditation for seven years from the North Central Education Accreditation Association. OSB has been accredited by the National Accreditation Council and the state education department for the past 15 years.

Oklahoma School for the Deaf

The School for the Deaf provides a five-day residential program, offering specialized educational services for students from preschool-age children to high school seniors. Language acquisition and development, and maximum use of residual hearing, vocational education, and social development are emphasized.

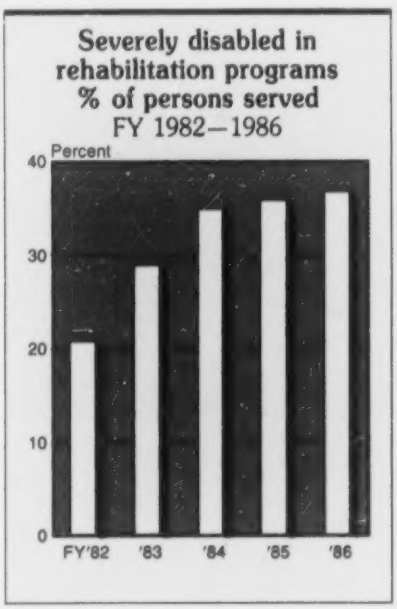
The school's total enrollment was 139, including day students. While a student's primary disability must be a severe hearing impairment, it is frequently accompanied by one or more other disabilities, and the school provides specialized services to help students deal with their problems other than hearing impairment.

In addition, OSD provided speech and hearing therapies, social counseling and psychological and family services to 330 hearing-impaired students enrolled in public school systems throughout the state.

Other Hearing Impaired Services

DHS is also responsible for providing interpreter services to Oklahomans who are deaf or hearing impaired. Interpreters who are trained in American Sign Language for the Deaf are available to help deaf Oklahomans conduct personal business or understand speakers at public meetings. Sign language interpreters were provided to 1,302 deaf persons last year.

As fiscal year 1986 ended, DHS was beginning implementation of a new program to provide telecommunication devices and related services for deaf and hearing impaired citizens of Oklahoma. This program was created by the Oklahoma Legislature during the 1986 session, with the funding provided through a small tax on telephone service.



Disability Determination Unit

Many Oklahomans with disabilities are eligible to receive federal Social Security disability benefits, federal Supplemental Security Income benefits and/or state supplemental benefits. The eligibility for federal benefits is initially reviewed by the DHS Disability Determination Unit (DDU). This unit functions as part of the Rehabilitation Services Division. It is totally supported by federal funding.

The DDU staff ranked among the top units in the nation in productivity and accuracy in processing disability claims. Despite a heavier than usual workload and several rapid changes in eligibility requirements, Oklahoma was rated fifth nationally in accuracy and third in productivity by the U. S. Social Security Administration for work performed between February 1985 and January 1986.

The DDU staff processed a total of 29,695 claims during fiscal 1986 with approximately a 97 percent accuracy rate.

DHS Aging Servic se
isolated, low-im
elderly Oahu

Aging services

The Aging Services Division coordinates DHS services for elderly Oklahomans and provides policy direction and oversees administration of the Non-Technical Medical Care, Geriatric Day Care, Home Maintenance Aide and Adult Protective Services programs. The division also distributes and oversees administration of state and federal funds for Older Americans Act and special transportation programs.

Non-Technical Medical Care

The Non-Technical Medical Care program provided in-home services for 14,500 elderly and handicapped persons; 4,000 were new recipients. All had serious health problems and would have oiherwise required care in a long-term facility.

A 5 percent reduction in expenditures directed by the Human Services Commission was accomplished without denying services to eligible NTMC clients. Individual client needs were re-evaluated, resulting in fewer service days for some. Other client needs were met through referrals to the Home Maintenance Aide program.

Public information materials about the program were distributed for the first time through more than 150 hospitals, home care agencies, senior centers, physicians' offices and civic organizations.

More than 60,000 home visits were made by NTMC registered nurse supervisors to assess clients' needs, provide instruction to care providers and update care plans.

NTMC nurses helped in more than 100 Adult Protective Service investigations of suspected abuse or neglect. On-site level-of-care reviews were completed for 19,000 persons in nursing homes and other care facilities.

NTMC care providers received approximately 15,000 hours of classroom and in-home training. NTMC nurses provided 404 hours of nursing care for children at regional Crippled Children's Cardiac and Orthopedic clinics sponsored by DHS in Lawton, Shattuck, Sallisaw and Muskogee.

Special Unit on Aging

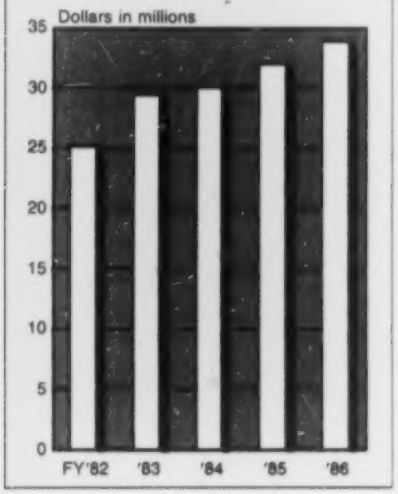
State and federal funds were awarded to the 11 Area Agencies on Aging and other agencies providing services for elderly Oklahomans. Grants were awarded through subcontracts to 120 local projects for direct services such as transportation, congregate and home-delivered meals, legal services and social services. Project funds were allocated according to local needs of the elderly and availability of other services.

Outreach services focused on disabled, isolated, low-income and minority elderly populations. The Special Unit on Aging and the Minority Task Force it sponsors held a state conference for outreach workers and other providers serving racial minorities.

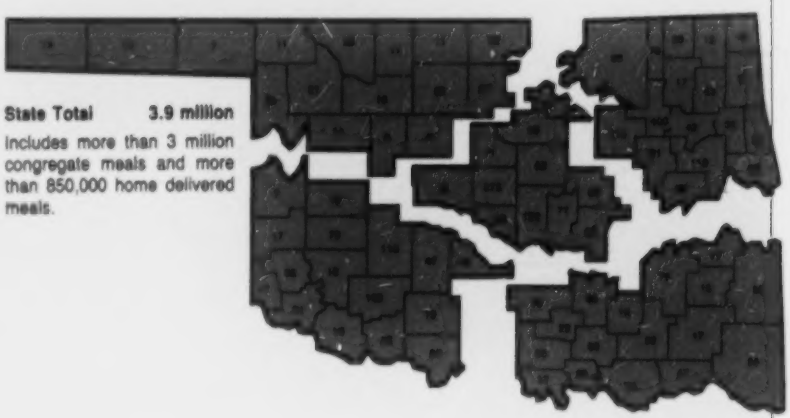
The nutrition program served 3,069,825 congregate meals and 852,898 home-delivered meals to approximately 48,000 elderly Oklahomans in 75 counties. Services were initiated in five counties during the year. Lack of suitable sites and funding limitations prevented expansion into Blaine and Kingfisher counties.

The 265 volunteers in the statewide Long-Term Care Ombudsman program served as advocates on behalf

Medicaid payments
Non-Technical Medical Care
FY 1982—1986



Nutrition programs for the elderly
FY 1986, in thousands of meals served



of elderly people in nursing homes and room and board homes, reviewing 5,714 complaints about residents' health, safety and well-being. They provided 27,969 hours of service. The ombudsman program staff and volunteers also provide information on residents' rights, alternatives to nursing home care, how to select a facility and community services.

The division on Aging Services distributed $416,000 in federal funds from the U.S. Department of Transportation to 22 private nonprofit agencies to purchase 27 new vans and buses to provide transportation for elderly handicapped Oklahomans. The 294 vehicles provided since the beginning of the program to local organizations in 76 Oklahoma counties traveled 2.5 million miles during the year taking elderly and handicapped citizens to meal sites, medical appointments, shopping and on special group trips.

With funding provided under the Job Training Partnership Act, 843 participants were enrolled and 471 older workers were placed in gainful, unsubsidized employment. The Older Workers program had a placement rate of 55.8 percent with average wage of $4.18 per hour and average cost of $1,250 per placement. The Older Worker program provides counseling, job-seeking skills, skills identification, and training to update or provide new skills to older workers.

The Investigative section reviewed 682 allegations in 342 formal complaints concerning nursing homes, room and board homes and other residential facilities. The complaints covered alleged adult abuse, nursing care, staffing, housekeeping, medications, financial management and administration. Complaints were either investigated by unit staff and appropriate conclusions and recommendations provided or were referred to other state agencies for action.

A $45,000 grant was received from the Federal Administration on Aging to conduct a pilot project on adult literacy in cooperation with the Literacy Council of Oklahoma City. The Council began recruiting and training older tutors to work one-on-one with older students who wish to improve reading skills.

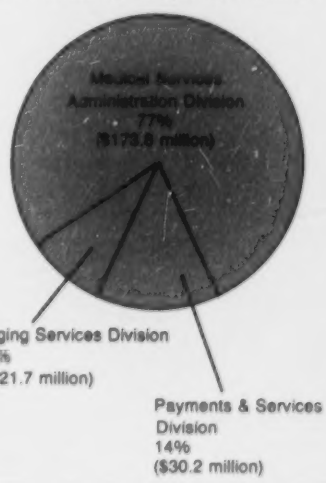
The division co-sponsored educational activities to increase older persons' awareness of the legislative process and major policy issues, including the Silver-Haired Legislative Caucus, Senior Day at the Legislature and the Senior Advocates, a grassroots organization of older Oklahomans.

The division also co-sponsored the 14th annual Statewide Conference on Aging during Older Americans Month in May; the fourth annual Senior Classic Games; and training sessions on advocacy skills.

The division cooperated with Area Agencies on Aging and chapters of the Alzheimer's disease and Related Disorders Association on developing five new family support groups, sponsoring a statewide conference, publishing a regional resource directory and distributing materials on Alzheimer's Disease and family caregivers.

The division was instrumental in forming an Oklahoma Health Promotion Coalition to provide information and activities for older people. "Focal Points," a state directory of Senior Centers, was updated and redistributed.

DHS expenditures for persons over 65 years of age
FY 1986 total: $225.5 million



Support Services

The division provides program policy direction for the Geriatric Day Care, Home Maintenance Aide and Adult Protective Services programs.

Geriatric Day Care is a community-based respite service designed to meet the needs of functionally impaired adults while allowing them to remain in their homes. This service helps prevent or delay institutionalization; it provides socialization and therapy for the participants, as well as respite for the regular caregivers.

The state budget crisis prohibited allocating funds to new programs this year. The four programs operating under contract—two in Oklahoma County and one each in Tulsa and Payne counties—provided regular services for 41 clients in this first full year of operation.

The Home Maintenance Aide program trains aides to provide chore services for financially-eligible, disabled adults, families with dependent children and elderly citizens. The program provided services to 1,987 persons, an increase of 66.1 percent over fiscal 1985. Each household is assessed and a care plan is established jointly by a DHS social worker, the client and caregiver. The care plan may include helping with shopping, meal planning, light housekeeping, home safety and sanitation. The service prevents premature placement in an institution for many persons and, for some, it helps keep the family together.

Adult Protective Services initiated investigations on 1,590 referrals and complaints of suspected abuse or neglect, an 8.5 percent increase over fiscal 1985. The program is designed to help the aged and other vulnerable adults receive proper medical care, food, clothing and shelter and to protect them from harm or threatened harm. The goal is to maintain a safe and healthy environment for persons in their own homes or relatives' homes for as long as possible.

An Adult Protective Services statewide toll-free hotline was established this year for the reporting of suspected adult abuse and neglect. The 24-hour number is 1-800-522-3511.

OTH provided state-of-the-art
total health care, for 81,000 Oklahomans.

Oklahoma teaching hospitals

The Oklahoma Teaching Hospitals provide comprehensive care to Oklahomans using state-of-the-art medical technology. Inpatient hospital admissions totaled 23,667 (resulting in 155,818 patient days of care) while the hospitals' outpatient clinics provided services during 299,781 visits in fiscal 1986. Offering total health care, the facilities include Oklahoma Memorial Hospital, Oklahoma Children's Memorial Hospital, O'Donoghue Rehabilitation Institute, Okmulgee Rehabilitation Center and the Child Study Center.

Oklahoma Memorial Hospital provides inpatient services for the acute medical needs of adults and newborns, and outpatient care in 47 clinics. OMH is a leader in the areas of cardiac care, cancer, infertility treatment, high-risk pregnancy, trauma, organ transplantation and neurologic sciences. During fiscal 1986 OMH admissions, excluding its 3,653 newborns, totaled 12,181 and resulted in 78,024 patient days of care. Its clinics also accommodated 151,868 outpatient visits. Newborns received a total of 13,451 patient days of care during fiscal 1986.

Oklahoma Children's Memorial Hospital provides medical and dental care to children under 21 years of age, and offers 46 ambulatory care programs. A state, regional and national pediatric center, OCMH is the state's only exclusively pediatric hospital. Its programs include a neonatal intensive care unit and transport system, burn center, oncology, surgery, kidney dialysis and transplantation, clinical research center, cystic fibrosis center, childhood genetic diseases and genetic counseling program, cardiology and cardiac surgery, ambulatory surgery and birth defects center. During fiscal 1986 OCMH accommodated 7,135 inpatient admissions resulting in 53,960 patient days of care. Its clinics provided services to their young patients during 144,587 outpatient visits.

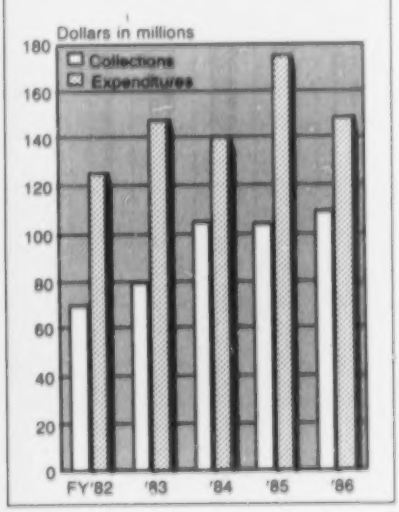
The O'Donoghue Rehabilitation Institute is a multi-purpose inpatient and outpatient facility designed to provide medical and rehabilitative services to children and adults with spinal cord injuries, head traumas, strokes, amputations, neurological disorders and other physical disabilities. Programs include geriatrics, independent living, spinal cord injury, head injury and physical medicine and rehabilitation. During fiscal 1986 ORI admissions totaled 698, resulting in 23,834 patient days of care.

During fiscal year 1986, OTH was assigned responsibility for operating the Okmulgee Rehabilitation Center. During the year, 92 clients with disabilities were served on an inpatient basis at Okmulgee and another 257 were served as outpatients. Construction of a new facility, the George Nigh Rehabilitation Institute, was begun with an expected completion date of May 1987.

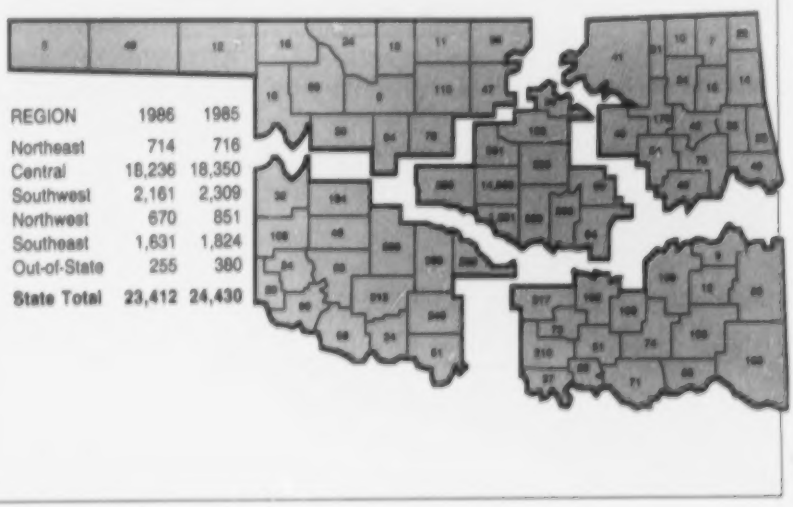
The Child Study Center is an outpatient facility providing a comprehensive approach to the evaluation and treatment of infants and children who are physically or medically disabled, learning disabled, sensory impaired, emotionally disturbed, mentally retarded, abused or gifted. During fiscal 1986 the Center provided 4,296 outpatient visits.

The Oklahoma Teaching Hospitals serve as the primary teaching hospitals for the University of Oklahoma Health Sciences Center. The physicians on the Hospitals' medical staffs who provide patient care are also on the OU College of Medicine's faculty, and are responsible for teaching future health

OTH collections & expenditures
FY 1982—1986



OTH inpatient admissions
FY 1986, by county of residence



REGION	1986	1985
Northeast	714	716
Central	18,236	18,350
Southwest	2,161	2,309
Northwest	670	851
Southeast	1,631	1,824
Out-of-State	255	380
State Total	**23,412**	**24,430**

care providers in the classroom as well as in clinical practice. Nearly 500 medical residents receive all or part of their clinical training at OTH each year.

During fiscal 1986, continuing emphasis was placed on ambulatory care services, reflecting changes in consumer preferences and third-party payors' reimbursement practices.

The Oklahoma Teaching Hospitals continue to lead the state in developing and implementing innovative ways to respond to Oklahomans' changing health care needs, as evidenced by the designation of five special centers of excellence— pediatric critical care, adult and pediatric bone marrow transplantation, organ transplantation, geriatrics and emergency medicine and trauma care.

Through the implementation of a productivity monitoring system and the continued evaluation of positions as they become vacant, OTH achieved a personnel savings of $6.8 million in fiscal 1986.

Other 1986 accomplishments include:

—OTH's HealthSource Preferred Provider Organization, approved by the State Employee Insurance Board, is available to all state employees with no out-of-pocket expenses.

—The Oklahoma Center for Neurologic Sciences, which provides comprehensive care for patients diagnosed as having central and peripheral nervous system disorders, was opened at Oklahoma Memorial Hospital in February 1986.

—As of the end of the fiscal year, the Magnetic Resonance Imaging facility was nearly completed and was projected to be ready for patients in December 1986.

—A multidisciplinary Transplant Service was established in June 1986 to begin liver and pancreas transplants in 12 to 18 months. Adult renal transplants have been performed since 1968; pediatric renal transplants were begun in 1973.

—Construction was begun on a Bone Marrow Transplant Unit, a joint venture between OTH and the OU Department of Medicine, at Oklahoma Memorial Hospital. The center is scheduled to open November 1, 1986 and will be used for both adult and pediatric patients.

—The Center for Injured Children was established, using funds donated by Sanger Harris Department Stores.

—The Medi Flight regional helicopter service transported 1,163 patients, of whom 285 were newborns, 300 were pediatric patients and 578 were adults.

Medi Flight

FY 1986 total: 1,200 patients transported one way

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